



Customer Notification

March 20, 2023

Dear Valued Customer,

If you are currently signed up to receive up/down alerts for TPx solarwinds devices in your network, there is an important change coming. Previously, those alerts came from sender donotreply@tpx.com, see example below. After Friday March 24th, 2023 we will update our alerting system and future alerts will come from sender tpxcommunications@service-now.com, see example below. We appreciate your business and look forward to continuing to serve you. Please ensure these important alerts from tpxcommunications@service-now.com will not be filtered by your email.

Previous Alerts

From: donotreply@tpx.com

TPx Reliability & Repair Operations Center (RROC) has received an alert for the service location listed below. The alert is based on IP (ICMP) reachability which is indicating an inability to communicate with the equipment at this location.

Please confirm the following:

1. Power to the equipment being monitored hasn't been interrupted. (Power at your site might have failed).
2. Cable connections to the equipment have not been disconnected in error.
3. Usage of the service hasn't fully saturated the link; disrupting the ability of ICMP polling to properly monitor. (You may need more bandwidth)

If none of the issues above account for loss of connectivity, please contact the TPx Reliability & Repair Operations Center (RROC) at 877-487-8349 option 2 to submit a trouble ticket for resolution.

Node: ALPHA
IP: 111.11.22.333

Thank you for your business. We appreciate your trust in TPx as your Telecommunications provider of choice.

RROC Management Team
TPx Communications

Future Alerts

From: tpxcommunications@service-now.com

Hello <contact name>,

We have detected a potential service issue and opened a proactive case to ensure this is resolved quickly. Here are the key details:

Case Number:	CS0367444
Current Status:	Under Investigation
Description:	Legacy Down 1222 Main, Any City NV
Site:	ALPHA - 1222 Main St - UID 1222222
Case Opened:	2023-02-20 01:51:02 PST

You can add any updates to this case by replying directly to this email, or you can view and manage this case here: [CS0367444](https://service-now.com/cases/CS0367444)

Additional ways to contact our Support teams can be found on our [Contact Us](#) page.

Regards,
TPx Support



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